

6 (Discussion between counsel and

7 witness.)

8 MR. ETTINGER: Q. Do you still have a copy of
9 the document that you looked at in February, the forecast
10 document?

11 A. Yes.

12 Q. I am going to make a record request that you
13 bring that with you at the continuation of your
14 deposition.

15 MR. KOLTO-WININGER: Only if we get your
16 forecasts prior to that.

17 MR. ETTINGER: I believe you have asked for them
18 prior to that.

19 MR. KOLTO-WININGER: Right. I think we are
20 still awaiting MCI's.

21 MR. ETTINGER: Q. Subsequent to the February
22 time frame when you looked at the forecasts, have you
23 looked at resale forecasts since then?

24 A. I refer back to the forecast as a course of
25 doing business frequently. I don't know that I have
0147

1 received the revised forecast since then, if that's your
2 question.

3 Q. That is my question. Have you seen a forecast
4 that's different from the one that you looked at in
5 February, different, that contains different numbers?

6 A. We have made some small revisions to the base
7 forecast around certain line items, assumptions on things

8 like churn rate that I have incorporated, but the base
9 access line migrations has remained relatively stable.

10 Q. Do you have a copy of the latest forecast with
11 those minor revisions?

12 A. I believe the answer is yes.

13 Q. I would request that you present those as well,
14 the latest version.

15 In making that determination that you did about
16 the October '97 crossover point, did you rely on -- and I
17 think you said that you made that during the week of March
18 24th. Did you rely on the latest forecast dated -- that
19 you had in making that determination?

20 A. My understanding of making, with my finance and
21 planning staff, that we were using the latest available
22 information.

23 Q. Let's change subjects here for a second. Was
24 there a -- some sort of a change or upgrade to a Pacific
25 Bell system that was supposed to take place late last
0148
1 week?

2 A. There is.

3 MR. KOLTO-WININGER: The March release.

4 MR. ETTINGER: Q. My question is -- I don't
5 know if I have a label for it, but --

6 MR. KOLTO-WININGER: Objection. Vague. But go
7 ahead and answer it.

8 THE WITNESS: We did perform a systems upgrade,
9 release upgrade over the weekend, yes.

10 MR. ETTINGER: Q. And what was that systems

11 upgrade designed to do?

12 A. It had several different features and
13 characteristics. I mentioned one earlier, which was to
14 automate the need to the E-911 database. The other
15 features of it were to improve our work handling
16 procedures within the office, our ability to assign work
17 out to various service representatives, and to status that
18 work.

19 It improved some of the automation on the
20 completion activities associated with migration requests,
21 and it also improved some of the handling of FOC's back to
22 the CLC's by eliminating some of the work steps that were
23 necessary to achieve sending them a FOC.

24 Q. Is that what was referred to as the March
25 upgrade?

0149

1 A. I have heard it called that, yes.

2 Q. By someone other than Mr. Kolto-Wininger in the
3 last minute?

4 A. Yes, by someone other than Mr. Kolto-Wininger in
5 the last minute.

6 Q. Was there a problem with the March upgrade?

7 A. We had some difficulty with the release, yes.

8 Q. And have you resolved those difficulties yet?

9 A. We have resolved one of the major issues, which
10 was a performance problem that we encountered. We still
11 have three functional deficiencies that we are working to
12 resolve.

13 Q. What are those functional deficiencies?

14 A. Functional deficiency would be a feature that
15 isn't working quite as specified in the software design
16 requirements.

17 Q. Do you have an estimate of when those functional
18 deficiencies will be resolved?

19 A. I don't have the answer on that as yet. I
20 expect it sometime in the next day or two.

21 Q. To have the answer?

22 A. Yes.

23 Q. Are we talking about -- do you have an order of
24 magnitude for the resolution, or is it just days, weeks
25 months?

0150

1 A. You are asking me to speculate on something I
2 don't know.

3 Q. Okay. Did the fact that this upgrade
4 encountered problems, that decreased capacity in the LISC?

5 A. It had a productivity hit on the capacity of the
6 LISC, yes.

7 Q. So that currently this week the LISC is
8 operating at a lower capacity than the prior week?

9 A. Last week the LISC operated at a lower capacity
10 than the prior week.

11 Q. So when you say last week, you mean the week of
12 March 31st, it operated at a lower capacity than the week
13 of March 24th?

14 A. That would be correct.

15 Q. How about this week? How is it operating so

16 far, compared with the week of March 31st?

17 A. Since we are on Tuesday, and I came over here
18 first thing in the morning and did not get yesterday's
19 operating results, I don't know what this week's
20 situation is.

21 Q. If the performance problems are not resolved by
22 the end of the week, do you have a feel for how the LISC
23 will operate this week as compared to the prior week?

24 A. I stated previously that the performance
25 problems were largely resolved over the weekend.
0151

1 Q. If the functional deficiencies are not resolved
2 by the end of the week, do you have a feel for how the
3 LISC will operate this week as compared to the week of
4 March 31st?

5 A. Our belief is that the outstanding functional
6 deficiencies are not as significant, in fact, on our
7 throughput capacity at this point.

8 Q. Can you describe for me what the performance
9 problem was that was resolved?

10 A. There is a transaction within the system, when
11 we receive a migration request or a service request from a
12 CLC, when we assign that work out to a service
13 representative to be worked, the assignment of that work
14 was taking a long, long time. And consequently, we were
15 not able to assign the work out fast enough to have the
16 employees at full productivity on a given day.

17 Q. That problem has now been resolved?

18 A. The problem has been brought under control where
19 it no longer hampers our productivity. The software is
20 not yet performing to the systems specification on the
21 response time.

22 Q. So is it fair to say that you have got the
23 situation to where the new release is not making things
24 worse than they had been, but it is not yet performing the
25 way it's intended to; is that a fair statement?

0152

1 A. No.

2 Q. Okay.

3 A. It may be a fair statement; let me state it a
4 little more implicitly though.

5 The systems specification requires that the
6 response time be sub-second response time. We have not
7 yet achieved sub-second response time. We are taking
8 responses longer than a second. Consequently, we are not
9 at spec, but the difference between sub-second and the
10 seconds it's taking is not significantly enough to impact
11 daily operations.

12 Q. But when did the problem first arise?

13 A. The performance problem?

14 Q. Yes.

15 A. The performance problem first arose the day
16 after we cut the release over.

17 Q. Which was when?

18 A. The weekend of the -- the weekend of the 29th
19 and 30th of March.

20 Q. When that first went in, did I understand it to

21 actually increase the time it took to assign the work from

22 where you had been?

23 A. That's correct.

24 Q. When did you get it to the point where it wasn't

25 increasing the time it took?

0153

1 A. Late Friday afternoon.

2 Q. The 4th?

3 A. That's correct, the 4th of April.

4 Q. I understand. Now, you say one of the features

5 of this system update was to automate E-911 feed; is that

6 correct?

7 A. Yes.

8 Q. Is that operating properly?

9 A. We had an implementation plan that required us

10 to do a dual operation for the first week and a half to

11 validate that. In fact, the data was being passed

12 correctly through that interface before we turned it on

13 live. That validation step will take place this week

14 before we turn it on.

15 Q. So you haven't turned on that feature yet?

16 A. We have not.

17 Q. Earlier, Mr. Puddy was asking you about problems

18 with errors introduced in the 411 database or instances

19 where information wasn't inputted to the 411 database in a

20 timely way so that customers got left out. Do you recall

21 that?

22 A. Yes.

23 Q. Then I think he asked you about whether or not

24 the same thing could happen to the E-911 database. Do you

25 recall that?

0154

1 A. Yes.

2 Q. And I thought your answer was that, no, they

3 couldn't because that was automated?

4 A. No, that was not my answer.

5 Q. Okay.

6 A. My answer to his question was that the E-911

7 database is a different system than the listings database.

8 That is not bound by the same capacity constraint that we

9 are having with the listings database.

10 Q. Isn't it true that prior to putting in this

11 new -- the March upgrade, that the E-911 database has to

12 be separately -- the information has to be separately

13 input to that database, correct?

14 A. My response to that question earlier was, I do

15 not know exactly the transaction nomenclature that takes

16 place, whether it has to be input or whether it's a

17 confirming transaction that occurs. There has to be some

18 input to the database, how, whether it's an extract and

19 put in or whether just a confirm of what's in there, I do

20 not know.

21 Q. I am not sure if you were asked this question or

22 not, but isn't it true that if a D order is issued through

23 the CRIS system, D meaning disconnect, and it somehow gets

24 disconnected -- I shouldn't use that word -- somehow gets

25 separated from the C order that goes into the CABS system,

0155

1 that the D order in the CRIS system will automatically

2 purge the information from the E-911 database?

3 MR. KOLTO-WININGER: Don't speculate. If you
4 know.

5 THE WITNESS: If a D order flows without
6 relation to another order, then a D order basically does
7 what a normal disconnect order would do, which is
8 disconnect everything.

9 MR. ETTINGER: Q. So the answer is, the D order
10 would purge the information from the E-911 database?

11 A. That's correct. Could I expand on that, because
12 I don't want this to turn into a misunderstood situation.

13 Q. Sure.

14 A. Once the orders are reassociated and corrected,
15 that problem is resolved and the information is input back
16 in.

17 Q. But if the orders are separated for a period of
18 time, there might be a period of time where the customer
19 was a migrated customer, their listing was deleted from
20 the E-911 database?

21 A. Right, and they also wouldn't have dial tone.

22 Q. Is it possible that in a situation where the
23 customer was migrated properly, in other words, was not
24 disconnected, that there could have been a delay in

25 inputting information to the E-911 database? Did that
0156

1 situation ever arise?

2 A. It's possible that it would arise. I am not

3 aware of any knowledge of a particular instance or
4 occurrence.

5 Q. You are not aware that that's a problem now?

6 A. I am not aware of that being a problem now.

7 (Discussion between counsel and
8 witness.)

9 MR. ETTINGER: Q. Do you know who Mr. Bowman
10 is?

11 A. Lee Bowman?

12 Q. Yes.

13 A. Yes, I do.

14 Q. What's his job title?

15 A. I think he is vice president of local
16 competition policy, or something like that.

17 Q. And in Pacific Bell hierarchy, is he at the same
18 level as Ms. Fetter?

19 A. I believe that there is a distinction. They are
20 both elected officers of the company, but I believe there
21 may be a distinction between where they are within that
22 hierarchy of officers.

23 Q. As vice president of local competition policy,
24 does he have any occasion to deal with you?

25 A. From time to time, we are in meetings together.
0157

1 Q. Have you ever received any instructions from
2 Mr. Bowman as to -- let me -- when you first took your
3 job, did you have any discussions with Mr. Bowman about
4 what was expected of you in your job at the LISC?

5 A. No, not to my recollection.

6 Q. And since that time, have you had any
7 discussions with Mr. Bowman about that subject?

8 A. I don't believe Mr. Bowman has ever had a
9 discussion with me in the context of what, quote, my
10 expectations are in my job in the LISC.

11 Q. Do you keep Mr. Bowman informed -- does
12 Mr. Bowman ask you from time to time about what the
13 performance at the LISC is?

14 A. From time to time, Mr. Bowman would be statused
15 or may ask what the performance of the LISC is.

16 Q. When you say he may be statused, do you mean
17 that when you produce reports or somebody in your
18 organization produces reports on that subject, he gets a
19 copy?

20 A. He may get a copy through distribution, based on
21 people that work for him to get them, or, for example,
22 through a meeting with the operating committee of the
23 company. Status may be provided because this is a
24 particular area of interest to the senior officers of the
25 business.

0158

1 Q. Is there an individual in Mr. Bowman's
2 organization that reports to Mr. Bowman who you work more
3 closely with?

4 A. I wouldn't characterize anybody in Mr. Bowman's
5 organization as people that I work closely with, as
6 defined by people that, on a day in, day out basis, I
7 regularly communicate with.

8 Q. Is there one person in his organization who you
9 communicate with more than any other?

10 A. I probably communicate with Lee himself more
11 than any other person.

12 Q. This may be slightly repetitive, but I want to
13 come back to the time that you actually were hired, if
14 that's the right word, for your current job or
15 transferred.

16 I believe your testimony was that you received a
17 phone call from Ms. Fetter sometime in December?

18 A. That's correct.

19 Q. In which she told you what a wonderful career
20 move it would be to come to the LISC, to paraphrase it?

21 A. I don't know that I said it that way.

22 Q. Did you have any discussion with her as to
23 why -- let me ask that again, preliminary question.

24 The job that you were taking was not a existing
25 job in the sense that one person was holding that job who
0159
1 was leaving, correct?

2 A. That is correct.

3 Q. In essence, it was a new job being carved out
4 from existing job or jobs?

5 A. That is correct.

6 Q. Did you have any discussion with Ms. Fetter,
7 either at that time or after, as to why they were creating
8 this new job?

9 A. Yes.

10 Q. And what was the nature of those communications?

11 A. I think it's the same thing that I alluded to
12 earlier, which is that the belief was this was growing
13 into a very important part of Pacific's business, that it
14 needed to have more operational focus associated with it.
15 That there were things we could do to run the organization
16 and manage it more effectively and better, and therefore,
17 the need to kind of change as this market segment line of
18 business matured.

19 Q. Is it fair to say that your impression was that,
20 basically, that this aspect of the job that was previously
21 under Mr. Sinn, was just growing so fast that it was more
22 than one person could handle along with his other
23 responsibilities?

24 A. That was clearly one of the issues that I
25 believe was the case.
0160

1 Q. When you came into the job and proceeded to
2 educate yourself as to what you needed to do, and we went
3 over the steps that you took, there came a point in time
4 when you thought you were pretty much up to speed, did
5 there not?

6 A. I felt competent to function. I sometimes
7 wonder whether I am even up to speed yet, but --

8 Q. There came a time when you felt confident to
9 function. When was that?

10 A. Mid-February.

11 Q. In looking back from mid-February until the
12 current time, is it fair to say that you faced a situation

13 when you came on to the job where the LISC was not
14 performing as anticipated?

15 A. Yes.

16 Q. Did you come to have an opinion as to why that
17 was so during the reign of your predecessor?

18 A. I have an opinion as to why the LISC isn't
19 performing. I don't know whether or not my opinion is
20 indicative of events that took place prior to my arrival
21 or not.

22 Q. I understand. With that caveat, can you tell me
23 what your opinion is?

24 A: Sure. There are probably five major areas that
25 I believe need to be strengthened that we are working on
0161
1 internally from an operational perspective. One we
2 addressed earlier, which is the need to make sure that we
3 have an adequate number of resources from any human
4 resource perspective, that are adequately trained in their
5 functions.

6 Two would be that we needed a more sophisticated
7 approach to force load management, and managing daily work
8 volumes.

9 Three would be that we required tighter project
10 management controls and change control within the work
11 environment.

12 Four is that we had some organizational
13 structure changes that needed to be made to better align
14 accountability and measurement with management
15 responsibility.

16 Q. Could you say that again, to better align --

17 A. To better align management structure with
18 accountability for metrics results, an end-to-end process.

19 And five is external interfaces, our means by
20 which we deal externally with our customer base,
21 internally with our internal customers, such as the
22 account teams and with the systems development
23 organizations, so our processes and repeatable approaches
24 to doing that work.

25 Q. What about the external and internal interfaces?
0162

1 They need to be strengthened?

2 A. Yes. Examples would be issues that were brought
3 in previously around escalations and expedites. How do we
4 have a repeatable process that is well understood,
5 monitored and measured with our CLC customers.

6 Q. Have you taken action to try to solve those five
7 problems that you just enunciated?

8 A. I am in various degrees of action in all five of
9 those areas, some are more mature than others.

10 Q. Do you have a time frame for when you will have
11 each of those resolved?

12 A. The term resolution has kind of a finality to it
13 that says that you are done. I don't believe we are ever
14 going to be done; continually improving.

15 I believe that I have chunked out work in each
16 one of those areas that are things that can be achieved
17 within a 90-day time frame, things that can be achieved

18 within a six-month time frame, and things that can be
19 achieved within a year. And that's how I kind of sliced
20 out the problem.

21 Q. And have you created or have you asked your
22 staff to create, basically time lines or pert charts,
23 p-e-r-t, charts for resolving those?

24 A. We are in the process of building in a greater
25 plan to do that and it's not complete, because you will
0163

1 notice one of the items I mentioned was to put more
2 rigorous project management in place. And I am in the
3 middle of building that organization and their
4 capabilities to get that done.

5 So we have things that are underway and being
6 implemented and executed. But the over-integration of the
7 effort across all the domains are not yet integrated, and
8 the project management infrastructure is just now starting
9 to mature where I will manage that more effectively.

10 Q. When do you think you will have that, at least
11 to the point where you will have the documentation,
12 confirmed dates?

13 A. I think we are probably three weeks away, three
14 to four weeks away from having a good solid plan. It
15 doesn't mean the work isn't going on in these areas; it
16 just means our -- it doesn't mean the work isn't going on
17 in these areas. It just means that it's not necessarily
18 all well integrated and perfectly documented.

19 Q. Now, this plan that you expect to have within
20 three weeks, does it have a name?

21 A. I haven't thought to name it yet. Do you have

22 any ideas?

23 Q. Plan 9 from outer space. That's an old movie,

24 referred to --

25 Let's call it the Plan, with a capital P for now
0164

1 A. Okay.

2 MR. KOLTO-WININGER: Because we will be able to

3 see that when you say it.

4 MR. ETTINGER: Q. This is something that you --

5 is this something that you intend to measure your

6 subordinates' performance against?

7 A. There are components of the plan that clearly

8 have performance expectations related to them.

9 Q. Do you expect your performance to be measured

10 against this plan?

11 A. My performance is measured against this plan and

12 other macro measures.

13 Q. Do you intend to give a copy of this plan to

14 Ms. Fetter and say, this is what I am committed to doing?

15 A. Ms. Fetter has already reviewed some components

16 of the plan and once it's all integrated, put in a nice

17 shiny package, yes, she will have a copy of it.

18 Q. Without going into the details of your

19 compensation, your compensation is based in part, is it

20 not, on your performance?

21 A. Yes.

22 Q. And your performance is measured, I guess,

23 primarily by Ms. Fetter's opinion, correct?

24 A. Ms. Fetter is one input to my performance.

25 There are others, including the CLC's who have report
0165

1 cards, that I am responsible to them.

2 Q. I guess that's what I am getting after. Is

3 there some sort of metric, at least a portion of your

4 compensation is measured or your performance appraisal is

5 measured by?

6 A. Yes.

7 Q. And what are the things -- one that you

8 mentioned is the CLC report card?

9 A. Yes.

10 Q. And another one would be whether or not you

11 perform according to this plan?

12 A. Yes.

13 Q. And turning to the CLC report cards, those are

14 things that existed prior to your entry onto this job?

15 A. Yes. They traditionally have been used in the

16 access business, and most of the carriers are expanding

17 them to include resale components.

18 Q. So the carriers, like AT&T and MCI, would be

19 furnishing a report card on the resale components of the

20 service they receive from Pacific Bell?

21 A. That's correct.

22 Q. Let me ask you this, when did those get

23 provided?

24 A. Those being?

25 Q. Those report cards.

0166

1 A. The report cards, as I mentioned, have really
2 been in place for a lengthy period of time. In AT&T's
3 case, we started working the changes to the report card
4 for the resale components, probably late February, early
5 March, and just recently, enclosed a letter transmittal on
6 what the elements would be that would be included for the
7 upcoming reviews.

8 Q. How often are those furnished?

9 A. Quarterly.

10 Q. And when is your performance appraisal, when
11 does that take place?

12 A. The formal written appraisal is done annually,
13 usually in the January, February time frame; however, we
14 tend to meet through different points of the year on the
15 status on how we are doing.

16 Q. Do you get a salary and bonus treatment once a
17 year?

18 A. If I am lucky.

19 Q. When does that occur? Does that occur on some
20 set date?

21 A. Generally, the annual round for salary increases
22 occurs in April; bonus treatment is usually determined at
23 the end of the year, payable in February.

24 Q. I take it the salary and bonus is related to the
25 performance appraisal?

0167

1 A. The salary is definitely tied to the performance
2 appraisal. The bonus treatment is usually tied to high

3 level industry market objectives, such as report card
4 performance and high level corporate financial goals.

5 Q. I am going to ask you a hypothetical question
6 now. Let's hypothesize that the report cards that you
7 receive throughout the rest of the year from CLC's show --
8 give you a low grade, give Pacific a low grade, on resale.

9 Would you think it fair that your salary
10 treatment be based on that and their dissatisfaction,
11 their hypothetical dissatisfaction with the LISC?

12 MR. KOLTO-WININGER: Objection. Vague; calls
13 for speculation. Since I don't know where it's going, I
14 am going to object on the ground of relevance. But go
15 ahead.

16 THE WITNESS: Can I ask you, are you referring
17 to my bonus or my salary?

18 MR. ETTINGER: Q. I will ask about both, your
19 salary first?

20 A. I think in the salary case, I would expect
21 that -- I would think it's fair that if things were not
22 functioning well, and there were certainly things that I
23 did not do that were within my power and my control to
24 resolve the problem, that my boss put my pay at risk
25 accordingly.

0168

1 Q. What I am saying is, the problems existed before
2 you were in charge of the LISC, didn't they?

3 A. There were problems that existed before I came
4 in, yes.

5 Q. You inherited the set of problems when you took

6 over the LISC?

7 A. Right.

8 Q. So the problems didn't arise on your watch, did
9 they?

10 A. This particular set of problems didn't arise on
11 my watch, but I don't know that I have ever gone into a
12 job, ever in my career, where I didn't inherit a set of
13 issues that needed to be improved.

14 Q. Have you ever gone into a job where the
15 situation had greater problems than the ones you took over
16 when you took over the LISC?

17 MR. KOLTO-WININGER: Objection. Vague; lacks
18 foundation. But go ahead and answer.

19 THE WITNESS: I have had many challenging
20 assignments. I have never had an assignment that has this
21 flavor of challenge to it. I won't say it's more or less
22 than others. I will say it's a very different set of
23 problems than I have ever experienced, how they are tied
24 together. Would you like me to give some examples of what
25 I mean by that?

0169

1 MR. ETTINGER: Q. Sure.

2 A. I have never been in a situation where what we
3 do in the operating environment is so closely tied to
4 regulatory and legal scrutiny by multiple carriers. That
5 really kind of, in many instances, it hamstring your
6 ability.

7 I have never operated under this parity concept

8 before, which causes different types of approaches to
9 operations than what I would normally use. I have never
10 been in a mode where, because of what I am doing from an
11 operational perspective, I have to spend time in work
12 shops and depositions and things like that.

13 So these are a different set of challenges that
14 I am having to work through in this particular assignment
15 than what I might get in a previous assignment.

16 Q. So you are distinguishing from job -- from your
17 prior -- or the challenges of this job from the challenges
18 of the prior job, basically from the regulatory legal
19 aspect?

20 A. No, not just that. The mix of how those
21 dynamics come together, the need to recruit and grow the
22 number of employees in this business. And this particular
23 market segment would be an example of something that's
24 different, and a challenge about this would be a challenge
25 about this assignment that might be different from what I
0170
1 would experience in an embedded organization.

2 This is a new and growing business. This is not
3 something we have done before, and consequently, it comes
4 with challenges that are going to be different than
5 walking into an existing line of business that's been
6 functioning for 10 or 15 years or 20 years.

7 Q. Right. And Mr. Puddy went through with you your
8 prior experience, and I believe it's my recollection -- I
9 didn't write it down -- that you had experience both with
10 outside plant supervision and supervision of customer

11 service. Do I remember correctly?

12 A. That's correct.

13 Q. In either of those jobs, did you ever walk into
14 a situation that when you took over the job, you were
15 taking over an operation that already had a serious
16 backlog?

17 A. I have taken over organizations that had load
18 force imbalances before. You used the term serious
19 backlog, I don't believe that would characterize the
20 situation.

21 Q. You wouldn't characterize this situation, or the
22 others?

23 A. The others.

24 Q. The backlog in this, in the LISC, is greater, is
25 it not, in order of magnitude than the backlogs or
0171
1 workload imbalances that you had in other jobs?

2 MR. KOLTO-WININGER: Object. Vague; calls for
3 speculation; lacks foundation. Go ahead and answer if you
4 can quantify.

5 THE WITNESS: If you were to characterize the
6 number of items that we have backlogged today in the LISC,
7 I have run operations, organizations that have had that
8 backlog at any given time on trouble tickets and then
9 some.

10 MR. ETTINGER: Q. Did you ever run an
11 organization that was at least five months away from being
12 able to just handle the orders that were coming in in a

13 timely fashion, let alone clear up the backlog?

14 A. I have had business offices that I have run that
15 have not met their call objectives for that period of time
16 and longer.

17

18 MR. KOLTO-WININGER: Could we go off the record
19 for a second.

20 MR. ETTINGER: Sure.

21 (Recess taken.)

22 MR. HARRIS: Back on the record.

23

24 EXAMINATION BY MR. HARRIS

25 MR. HARRIS: Q. Mr. Stankey, my name is Glenn
0172

1 Harris, counsel for Brooks Fiber, and I have a few
2 follow-up questions.

3 You previously testified that the October '97
4 crossover date for when Pac Bell would be able to meet its
5 internal forecasts for capacity is not reliant upon the
6 implementation of EDI; is that correct?

7 A. That's correct.

8 Q. Is it your testimony that the implementation of
9 EDI will have no effect on the LISC capacity?

10 A. No, I didn't say that.

11 Q. What sort of effect will EDI have on the
12 capacity of the LISC?

13 A. At this point in time, it's undetermined. I
14 don't anticipate it to be a negative impact, but simply
15 changing the transport mechanism. When we use the term

16 EDI, how messages are transported and how messages are
17 carried across in interface, doesn't necessarily mean that
18 it automatically changes the back office process behind
19 that interface.

20 So without having, you know, specific design
21 specifications done and the OBS standards completed and
22 the systems designed to match those, I think it would be a
23 bit premature to determine how it's going to impact LISC
24 confirmation.

25 Q. Currently, RMI is the standard that's used?
0173

1 A. That's correct.

2 Q. By Pacific Bell?

3 A. That's correct.

4 Q. And isn't it true that EDI is specifically
5 designed to allow more services to flow through without
6 the need for human intervention?

7 A. EDI, as it's defined in a standard, is more
8 comprehensive in defining a larger family of services.
9 The question is how many of those ultimately get
10 implemented. Just because it's defined in a standard
11 doesn't mean that it's implemented.

12 Q. Assuming that there are more services and
13 features that would be capable of flowing through EDI, one
14 that by definition allows for greater LISC capacity, or
15 are you anticipating additional problems that maybe were
16 not anticipated -- let me scratch that. Or maybe you are
17 anticipating that there will be problems with the flow